California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 340

- AGENDA: MAY 2–

Time:

15	I.	**Opening**	**Debbie Schwartz**
		Review previous minutes	**Working Group**
		Provide updates on action items (see attached list)	

15   I.   **Opening**   **Debbie Schwartz**
Review previous minutes   **Working Group**
Provide updates on action items (see attached list)

5   II.   **Recommendation on New Template Design (Design 1)**   **Working Group**
Identify outstanding action prior to recommendation

45   III.   **Top Level Standards, Guidelines, and Best Practices**
Accessibility   **Neal Albritton**
Usability   **Donna Freeman**

15   IV.   **Components of a Recommendation**   **Debbie Schwartz**
Review outline for recommendation

10   V.   **Identify Working Group Teams**   **Debbie Schwartz**
Identify small teams to review and discuss recommendations in:
- Accessibility
- Usability
- Cascading Style Sheets

15   VI.   **Portal Redesign Project (PRP) Update**   **Rick Vagg**

10   VII.   **Open Forum -- Recommendations from team**   **All**

5   VIII.   **Next Steps and Adjourn**   **Kris Ogilvie**
Next IOUCA meeting April 11, 2006 at LC II (900 N Street)   **Debbie Schwartz**
Agenda Items?

Action Items for Review – Due May 2, 2006

ACTION*: Draft usability standards, guidelines, and best practices.*

> ***Assigned To****: Donna Freeman*
>
> ***Due****: May 2, 2006*
>
> ***Update****: Donna is sorting through the federal government's usability standards at www.usability.gov.*

ACTION*: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.*
(Note: formerly two action items – "Identify formats currently being used on California web page" and "Using the list of formats currently being used on California web pages, note which formats are completely accessible, and identify conversion options for formats that are not completely accessible").

> ***Assigned To****: Neal Albritton, Steve Branson, Steve Clemons*
>
> ***Due****: May 2, 2006 (Update)*
>
> ***Update****: Neal met separately with Steve Branson and Steve Clemons yesterday. They need to schedule a meeting with Adobe to discuss accessibility for users with low vision; our primary Adobe representative is on vacation. After meeting with Adobe, they will develop a recommendation on file types that can be used to present content in an accessible manner. Due to schedule constraints, Neal, Steve, and Steve cannot write the recommendation. They will provide the information; Debbie will meet with the group to determine if she can write the recommendation.*
>
> *Adobe sent the IOUCA CD's addressing how to make Adobe PDF's accessible; they were distributed to the team. Debbie has two extra CD's.*

ACTION*: Provide a recommendation regarding IOUCA's use of the Webmaster's IT Forum and an FAQ posting on the State CIO's website (see Issue #5).*

> ***Assigned To****: Steve Branson*
>
> ***Due****: May 2, 2006 (Update)*
>
> ***Update****: If we create a topic in the general IT Forum, users would need to scroll down to find the IOUCA messages. Setting up a separate forum or a sub-forum would separate our messages and add a link at the top of the page. It was recommended that if we set up a separate or a sub-forum that we consider including all of the portal redesign elements such as IOUCA, CEAP, and the Portal Redesign Project. The name should be broad enough to encompass these and future related topics. John, Dan, and Steve Clemons will meet to discuss the appropriate name and scope for our forum.*

ACTION*: Document the CSS recommendation for working group review and approval.*

> ***Assigned To****: Debbie Schwartz*
>
> ***Due****: May 2, 2006 (Update)*
>
> ***Update****: Debbie provided an outline with the minutes; the working group will discuss it next week.*

Action Items for Review – Due May 2, 2006

ACTION: *Post the workbook on the IOUCA working group website.*

    Assigned To: *Neal Albritton/Donna Freeman*

    Due: *May 2, 2006 (Update)*

Future Action Items (Not Scheduled for Review this Week)

ACTION: *Develop a beginner's version of the workbook.*

    Assigned To: *Neal Albritton*

    Due: *May 9, 2006 (Update)*

    Update: *In progress*

ACTION: *Discuss a process for disseminating information to content providers and webmasters quickly. Prepare a plan to establish ongoing communication with webmasters.*

    Assigned To: *John Jewell and Dan Whetstone*

    Due: *May 9, 2006 (Update)*

    Update: *In progress. John and Dan expect feedback from the April 28th IT Leaders meeting. They are working on defining an IT Forum. Some departments have expressed concern about how we will communicate with their webmasters and content managers; they want to be able to control the flow of information. We need an official list for communications.*

ACTION: *Follow up on the feasibility of using GTC, Executive Institute, and CIO Academy as vehicles for ongoing training.*

    Assigned To: *Claudina Nevis and Liz Mecham*

    Due: *May 23, 2006 (Update)*

    Update: *In progress. Claudina is discussing the issue.*

Parking Lot

1. *Frame the issue of application accessibility and usability.*

   Assigned To: *Steve Clemons*

   Due: *April 18, 2006 (Update)*

   Update: *It was agreed that these two action items are outside the scope of the IOUCA working group. We agreed that it was something we should be aware of. It was suggested that the two items be put in the parking lot for the time being and revisited in about a month.*

2. *Conduct high level research and frame the issue of accessibility and usability in regards to online forms.*

   Assigned To: *Steve Clemons*

   Due: *April 18, 2006 (Update)*

   Update: *See above.*

IOUCA Working Group
Purpose and Definition – Updated April 3, 2006

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.[1] A generally accepted "best" way of doing something.[2]

Definition: A statement expressing the essential nature of something.[3]

Findability: "Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval." -Peter Morville. "You can't use what you can't find." - www.Findability.org

Guideline: An indication or outline of policy or conduct.[4] An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. "Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality."[5]

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body.[6]

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting.[7] "A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions."[8]

Purpose: An object or end to be attained.[9]

Standards: Any definite rule, principle, or measure established by authority.[10] "A standard is "Thou shall" while a guideline is a recommendation, more like "You should if your situation warrants.""[11]

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, http://www.useit.com/).

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[1] Bitpipe (www.bitpipe.com)
[2] Wikipedia (www.wikipedia.org)
[3] Merriam-Webster Online Dictionary
[4] Merriam-Webster Online Dictionary
[5] Wikipedia (www.wikipedia.org)
[6] Merriam-Webster Online Dictionary
[7] Merriam-Webster Online Dictionary
[8] Wikipedia (www.wikipedia.org)
[9] Merriam-Webster Online Dictionary
[10] Merriam-Webster Online Dictionary
[11] Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. http://it.csumb.edu/departments/data/glossary.html.